

Appendix 2 Service Standards

Western Province: Drakenstein Municipality(WC023) - Schedule of Service Delivery Standards Table 2018/2019		
Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		once, 2 x and 3x per week
Bulk Removal (Frequency)		On request
Removal Bags provided(Yes/No)		Yes, only to informal settlements
Garden refuse removal Included (Yes/No)		Yes only on request
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		According to 6-8 week integrated schedule
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Cleaning of illegal dumping (24hours/48hours/longer)		from 24 hours to 72 hours
Recycling or environmentally friendly practices(Yes/No)		Yes
Licensed landfill site(Yes/No)		Yes
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		No assessment done this year
Is free water available to all? (All/only to the indigent consumers)		All
Frequency of meter reading? (per month, per year)		Yes available to all
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three Months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		within 24hrs
Up to 5 service connection affected (number of hours)		4-6 hrs day light hours
Up to 20 service connection affected (number of hours)		4-6 hrs day light hours 24 hours - repairs normally takes longer to fix longer due to larger diameter pipes
Feeder pipe larger than 800mm (number of hours)		± 175 litres/second for Drakenstein area and include water to factories (require water 24 hrs per day)
What is the average minimum water flow in your municipality?		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		± 3 weeks when reported and this is due to shortages of qualified staff
How long does it take to replace faulty water meters? (days)		No
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
Electricity Service		
What is your electricity availability percentage on average per month?		98%
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		estimated saving per day is between R20 000.00 and R40 000 depending on the season.
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three Months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Normally within one day
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty meters? (days)		within one day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Electricity Supply By-law November 2014 The current losses is kept well below the normal national 10%. Current losses is below 5%
How effective is the action plan in curbing line losses? (Good/Bad)		within 30 days
How soon does the municipality provide a quotation to a customer upon a written request? (days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		when all relevant documentation is received supply can be provided within 30 days
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extent do you subsidize your indigent consumers?		Full package free
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		3 to 5 hours
Sewer blocked pipes: Large pipes? (Hours)		2 to 3 hours
Sewer blocked pipes: Small pipes? (Hours)		1 to 3 hours
Spillage clean-up? (hours)		2 to 3 hours
Replacement of manhole covers? (Hours)		2 to 3 hours

Standard	Description	Service Level
Road Infrastructure Services		
	Time taken to repair a single pothole on a major road? (Hours)	Response time for temporary repairs 3 hours, permanent repairs response time 3 days, permanent repair time <3 hours dependant on pothole
	Time taken to repair a single pothole on a minor road? (Hours)	Response time for temporary repairs 3 hours, permanent repairs response time 3 days, permanent repair time <2 hours dependant on pothole
	Time taken to repair a road following an open trench service crossing? (Hours)	Response dependant on work load between one and three weeks. Physical repairs in hours dependant on work extent, up to 8 hours
	Time taken to repair walkways? (Hours)	Response time for temporary repairs if required 5 hours, permanent repairs response time 5 days, permanent repair time <2 hours dependant on extent of work
Property valuations		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One Month
	Do you have any special rating properties? (Yes/No)	No
Financial Management		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
	Are the financial statement outsourced? (Yes/No)	No
	Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Procurement plans are only done on an annual basis
Administration		
	Reaction time on enquiries and requests?	1-14 days depending on nature
	Time to respond to a verbal customer enquiry or request? (working days)	1 day
	Time to respond to a written customer enquiry or request? (working days)	7 days
	Time to resolve a customer enquiry or request? (working days)	14-30 days depending on nature
	What percentage of calls are not answered? (5%, 10% or more)	15.0%
	How long does it take to respond to voice mails? (hours)	24 hrs
	Does the municipality have control over locked enquiries? (Yes/No)	No
	Is there a reduction in the number of complaints or not? (Yes/No)	No
	How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Often as necessary
Community safety and licensing services		
	How long does it take to register a vehicle? (minutes)	3 minutes
	How long does it take to renew a vehicle license? (minutes)	3 minutes
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	3 minutes
	How long does it take to de-register a vehicle? (minutes)	3 minutes
	How long does it take to renew a drivers license? (minutes)	30 minutes
	What is the average reaction time of the fire service to an incident? (minutes)	5- 7 minutes
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development		
	How many economic development projects does the municipality drive?	12
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1
	What percentage of the projects have created sustainable job security?	Not in a position to indicate percentage as the project impact will only be measured in 3 years from implementation.
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No approved incentive available
Other Service delivery and communication		
	Is a information package handed to the new customer? (Yes/No)	No
	Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
	Are customers treated in a professional and humanly manner? (Yes/No)	Yes